



# BRIDGEWATER SURGERIES

## Privacy Notice

We understand how important it is to keep your personal information safe and secure, and we take this very seriously. We are required by Law to provide you with this Privacy Notice. It explains how we collect, use, and share the personal and healthcare information we hold about you.

### Our Contact Details

**Main Address:** Bridgewater Surgeries, 7 Printers Avenue, Watford, Herts WD18 7QR

**Branch Sites:** Meriden Surgery, North Approach Surgery, and St Albans Road

**Website:** [www.bridgewaterurgeries.nhs.net](http://www.bridgewaterurgeries.nhs.net)

We are the **Data Controller** of your information. This means we are responsible for collecting, storing, and handling your personal and healthcare information when you register with us as a patient.

### Data Protection Officer (DPO)

Our Data Protection Officers are responsible for monitoring our compliance with data protection requirements.

- **DPOs:** Barry Moulton & Tania Palmariellodiviney
- **Contact Email:** [hweicbenh.dpo-gpcontractedservice@nhs.net](mailto:hweicbenh.dpo-gpcontractedservice@nhs.net)

You can contact them with queries regarding how your data is held, to request access to your information, or to make a complaint.

### What Information We Collect

We collect and use the following information to provide you with healthcare services:

- **Personal Identifiers:** Name, contact details, email, and next of kin details.
- **Demographics:** Age range, gender, and ethnicity.
- **Health Records:** Medical history, diagnosis details, and notes from consultations with our GPs and health professionals.
- **Sensitive Data:** Racial or ethnic origin, genetic data, and data concerning health or sex life.

### How We Get Information and Why We Have It

Most of the personal information we process is provided directly by you so that we can provide you with medical care. We also receive information indirectly from others, including:

- Hospitals, consultants, or other healthcare professionals involved in your care.
- Family members or carers supporting your care.
- Insurance companies, police reports, or court orders where relevant.

## Sharing Your Information

We share your information with approved organisations to ensure you receive the best possible treatment. These include:-

- **Direct Healthcare Providers:** Hospital professionals, other GPs, pharmacists, nurses, dentists, and mental health professionals.
- **Service Partners:** We use **Anima** for patient communications and **Heidi Health** (an AI-powered medical scribe) to assist in documenting consultations.
- **Legal Obligations:** We may share data with the police, solicitors, or immigration enforcement if required by Law or court order.

## Lawful Basis for Processing

Under the UK General Data Protection Regulation (UK GDPR), we rely on the following legal bases:-

- **Public Task:** We have a contract with NHS England to deliver healthcare services to the public.
- **Vital Interests:** To protect your life in emergency situations where you cannot give consent.
- **Health or Social Care:** To provide and manage medical treatment (with a basis in law).

## National Data Opt-Out

Your confidential patient information can be used for research and planning to improve NHS services. Most of the time, this data is anonymised.

- You have a choice about whether you want your information used this way.
- To opt out, visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters).
- Opting out will **not** affect your individual care.

## Your Data Protection Rights

Under data protection law, you have the following rights:-

- **Right of Access:** You can ask for copies of your personal information (Subject Access Request).
- **Right to Rectification:** You can ask us to correct inaccurate or incomplete information.
- **Right to Erasure/Removal:** You can ask for your information to be removed, though this may not be possible if the data is required for your medical care.
- **Right to Object:** You can object to the processing of your data in certain circumstances.

We have **one month** to respond to your request, and there is usually no charge.

## Storage and Security

We take the security of your information very seriously. Your information is securely stored for the time periods specified in the **NHS Records Management Code of Practice**. We regularly update our systems and train our staff to ensure your data is protected.

## How to Complain

If you have concerns about our use of your personal information, please contact our Data Protection Officer. You can also complain to the **Information Commissioner's Office (ICO)**:-

- **Address:** Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- **Helpline:** 0303 123 1113
- **Website:** <https://www.ico.org.uk>

# Your Privacy: A Guide for Young People

## Bridgewater Surgeries

When you come to see a doctor or nurse, we need to keep information about you to help you stay healthy. This guide explains how we look after that information.

### 1. Who are we?

We are Bridgewater Surgeries. We have four different buildings where you might see us: 7 Printers Avenue, Meriden Surgery, North Approach Surgery, and St Albans Road. Our job is to keep your information safe and use it only when we need to.

### 2. What information do we have about you?

We keep things like:-

- Your name, where you live, and your phone number.
- Who your parents or guardians are.
- Notes about your health, including when you've been ill or what medicine you take.
- Results from any tests you have had.

### 3. Why do we need it?

We use this information to:-

- Make sure you get the right medicine or treatment when you are poorly.
- Talk to other people who help look after you, like hospital doctors or school nurses.
- Use helpful tools like Anima to message you and Heidi Health to help the doctor write notes during your visit.

### 4. Who else sees your information?

Sometimes we have to share your information with:-

- Other doctors or nurses looking after you.
- People who give you medicine, like a pharmacist.
- Occasionally, the law says we must share it (for example, to stop people from getting a serious disease).

### 5. Can you say "No"?

- Individual Care: We need your information to treat you, so we usually have to keep this record.
- Research: Sometimes doctors use information to learn how to help people better in the future.
- You can ask us not to share your information for this.

### 6. Your Rights

Even though you are young, you have "Data Rights." This means you can:-

- Ask to see what we have written about you.
- Ask us to fix something if it is wrong (like if we have your wrong phone number).
- Ask us questions about how we keep your data safe.

### 7. Who to talk to

If you have any questions or are worried about your information, you can talk to our Data Protection Officers, Barry and Tania. You can email them at: [hweicbenh.dpo-gpcontractedservice@nhs.net](mailto:hweicbenh.dpo-gpcontractedservice@nhs.net).